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# A New Employee's Guide for a Successful First Year.

**SERVICE / CURIOSITY / RESPECT / ACCOUNTABILITY / APPRECIATION**

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**Congratulations! We're glad you are part of our Mountaineer family. Regardless of whether you work in an office, care for our facilities or take care of our students, we want you to have everything you need to be successful. Every employee plays an important role in WVU's success.**

**As a part of the new employee onboarding process, this guide was created to assist you from before your first day through your first-year work anniversary. The checklists and other helpful information in this document will assist you through your entire onboarding process.**

**WVU's Mission describes why WVU exists: As a land-grant institution, the faculty, staff and students at West Virginia University commit to creating a diverse and inclusive culture that advances education, healthcare and prosperity for all by providing access and opportunity; by advancing high-impact research; and by leading transformation in West Virginia and the world through local, state and global engagement.**

**WVU's Vision describes how WVU will fulfill its Mission: As one West Virginia University, we are purposeful in our studies and our work so that we can partner with our communities – both near and far – to bring needed and valued solutions to real-life problems within the pillars of education, healthcare and prosperity.**

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## **WVU HAS FIVE VALUES:**

### **SERVICE**

We seek opportunities to serve others and are committed to providing the highest quality of service.

### **CURIOSITY**

We ask questions, seek new opportunities and change through innovation.

### **RESPECT**

We are respectful, transparent and inclusive with each other.

### **ACCOUNTABILITY**

We perform at our very best every day to create a University that is responsive, efficient and effective.

### **APPRECIATION**

We support and value each other's contributions as we build a community that is One WVU.

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**THE FIVE WVU VALUES ARE MORE THAN JUST WORDS ON PAPER. THEY ARE WHAT WE STAND FOR AS MOUNTAINEERS AND SERVE AS A GUIDELINE FOR OUR DAILY WORK.**  
[SEE HOW OUR EMPLOYEES LIVE THE WVU VALUES.](#)

SERVICE / CURIOSITY / RESPECT / ACCOUNTABILITY / APPRECIATION

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# BEFORE YOUR FIRST DAY THROUGH YOUR FIRST YEAR.



## **BEFORE YOUR FIRST DAY**

Your supervisor will be working to ensure that everything is in place to welcome you to your new position. Your supervisor may send you a welcome message (or call) and he/she may also send a message to inform your new co-workers about your arrival along with other pertinent information.

There are a few things that you may need to do before your first day, when possible. The [Before Your First Day Checklist](#) is designed to guide you on tasks that may need to be completed before your arrival at your new job.

## **FIRST DAY**

The first day is often a day of welcoming, orientation, introductions and tending to a variety of administrative tasks. Your supervisor and others have been working hard to make sure everything is in place prior to your arrival.

[Your First Day Checklist](#) is customizable and will help make sure you don't neglect anything important. It should be regarded as a guide, and your supervisor may work with you to add or delete items that are not applicable to your role.

Try to check in at the end of the first day with your supervisor and let him/her know how it went and discuss what you feel you need to be successful during your first week.

## **FIRST WEEKS TO DAY 30**

The first weeks through to the first month are used to get you acquainted with WVU, your department and your new role.

[Your First Week Checklist](#) is customizable and will help make sure you don't neglect anything important during the first week. Both you and your supervisor should use the checklist and the following tips to keep your relationship evolving.

## **FIRST-MONTH BEST PRACTICES**

- / Schedule quick check-in meetings with your supervisor for feedback about integration into the team
- / Make sure to complete all required training (at least make sure you are registered)
- / Don't be afraid to ask questions and seek clarification as needed

Your supervisor may conduct an informal 30-day check-in with you to see how things are going.

Your onboarding will not end after the first month. As you settle in, your supervisor should continue to provide you with support and training on an ongoing basis.

## **FIRST THREE MONTHS**

The first 90 days are critical to your success. The [90 Day Checklist](#) is customizable and will help make sure you don't neglect anything important during the first 3 months. Both you and your supervisor should use the checklist and the following tips to keep your relationship evolving. Some areas to focus on during the first three months include the following:

- / Position-specific training as well as appropriate cross-training, if applicable
- / Seek feedback on a regular basis and schedule regular check-ins and solicit feedback from your supervisor about your progress
- / Make sure that you are practicing collaboration and teamwork with others on your team

## **FIRST SIX MONTHS**

During the first six months, you should work toward becoming self-sufficient and continue to promote collaboration and teamwork. You should gain a solid understanding of your role and expectations.

Your supervisor will conduct the six-month probationary review by or before the completion of your first six months and determine steps to be reached by the one-year mark.

The [180 Day Checklist](#) is customizable and will help make sure you don't neglect anything important during the first six months. Both you and your supervisor should use the checklist to keep your relationship evolving.

## **SIX MONTHS TO ONE YEAR**

Your supervisor should continue to regularly track your job performance, provide ongoing feedback to you and ensure that you continue to get the support you need.

## **CONGRATULATIONS ON YOUR ONE-YEAR ANNIVERSARY!**

Your supervisor should continue to regularly track your job performance, provide ongoing feedback to you and ensure that you continue to get the support you need. At the one-year anniversary, your supervisor may also conduct a one-year check-in with you. We've provided a [First Year Anniversary Checklist](#) to use along with your supervisor for planning purposes beyond your first year.

### **THE ANNUAL PERFORMANCE REVIEW**

The annual performance review should be a formal review that looks back at the performance over the specified review period as well as looks to the future. The review should include a formal review of your performance, along with formal, documented feedback. Note that formal annual performance reviews are done on a specified schedule at West Virginia University, which may or may not coincide with your one-year anniversary.

See [Performance Reviews](#) for information on the performance review timeline and the forms and supplemental resources that may be used in evaluating performance.

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# FAQS.



## FAQS.

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Here's a list of things you may want to ask about (if you haven't already learned about them by now):

**1. What do I need to bring with me on my first day?**

If you have not processed with Payroll you will need to do so. See [payroll.wvu.edu/new-employees-payroll-forms/documents-to-bring-with-you](http://payroll.wvu.edu/new-employees-payroll-forms/documents-to-bring-with-you) for a list of documents to bring with you.

**2. How do I know the dress code for where I work? Where and when do I get my uniform shirt?**

You should consult with your supervisor on the dress code for your specific area or how to acquire your uniform or shirt (where required).

**3. How and when do I get paid? When will I get my first paycheck? Will it be direct deposited?**

When you process with Payroll you sign up for Direct Deposit. WVU pays in arrears. See the pay schedule at [paychanges.wvu.edu/files/d/3a14a36c-46c4-4f61-b69b-71ea65483458/2017-2018-wvu-bi-weekly-pay-schedule.pdf](http://paychanges.wvu.edu/files/d/3a14a36c-46c4-4f61-b69b-71ea65483458/2017-2018-wvu-bi-weekly-pay-schedule.pdf). Payroll FAQs are at [payroll.wvu.edu/faq-s](http://payroll.wvu.edu/faq-s).

**4. What holidays does WVU observe?**

See [benefits.hr.wvu.edu/holiday-schedule](http://benefits.hr.wvu.edu/holiday-schedule).

**5. How much vacation do I get?**

See [benefits.hr.wvu.edu/employee-leave](http://benefits.hr.wvu.edu/employee-leave).

**6. When and how will I accrue leave?**

See [benefits.hr.wvu.edu/employee-leave](http://benefits.hr.wvu.edu/employee-leave).

**7. What about sick time?**

See [benefits.hr.wvu.edu/employee-leave](http://benefits.hr.wvu.edu/employee-leave).

**8. If I'm sick or there is an emergency, how do I call off?**

Generally speaking, employees are to report off to their supervisor or designee prior to the employee's start time. Your department may have a specific protocol for reporting off from work. You should consult with your supervisor on reporting off from work expectations in your department.

**9. How do I set up my phone?**

See [it.wvu.edu/files/d/1ad9fa76-7472-4f49-8d58-af6efb9f155e/cisco-7961-voip-manual.pdf](http://it.wvu.edu/files/d/1ad9fa76-7472-4f49-8d58-af6efb9f155e/cisco-7961-voip-manual.pdf).

**10. How do I claim my WVU single sign-on account username and password?**

Your supervisor has been provided with the information you will need to claim your account. You will need to go to [login.wvu.edu](http://login.wvu.edu) and follow the instructions.

**11. When will I have an email account?**

Your supervisor has been provided with the information you will need to claim your account. You will need to go to [login.wvu.edu](http://login.wvu.edu) and follow the instructions.

**12. How and where can I access my email?**

Your supervisor has been provided with the information you will need to claim your account. You will need to go to [login.wvu.edu](http://login.wvu.edu) and follow the instructions.

**13. How do I place an order for office supplies?**

See [procurement.wvu.edu/mountaineer-market-place](http://procurement.wvu.edu/mountaineer-market-place).

**14. Where can I get a copy of the WVU Employee Handbook?**

See [employeerelations.hr.wvu.edu/wvu-handbooks](http://employeerelations.hr.wvu.edu/wvu-handbooks) for copies of the Classified Employee Handbook and the Faculty Handbook.

**15. How long do I have to wait to apply for another WVU job?**

There is a six-month probationary period. During the probationary period, a new hire is not eligible to be referred for interviews for other WVU positions unless the new hire has written authorization from their supervisor waiving the employee's probationary period. See [employeerelations.hr.wvu.edu/files/d/d6281dfd-fd16-44b0-b347-f4483c9c15c2/probationary-period.pdf](http://employeerelations.hr.wvu.edu/files/d/d6281dfd-fd16-44b0-b347-f4483c9c15c2/probationary-period.pdf).

## FAQS.

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**16. Do years of service and/or leave with another West Virginia State agency transfer to WVU?**

See [benefits.hr.wvu.edu/years-of-service](https://benefits.hr.wvu.edu/years-of-service).

**17. Is smoking allowed on campus property?**

WVU is a smoke-free campus.

**18. When does my health insurance coverage begin? Is enrollment in health insurance automatic?**

You are not automatically enrolled health insurance. You have until the last day of the month, two months after your hire date to enroll (for example, if the hire date is August 16, deadline for completed and signed enrollment forms would be by or before October 31). Health insurance coverage begins the first day of the new month following your start date. For example, if your hire date is July 10, coverage would not begin until August 1 (assuming you completed all required enrollment activities in July).

**19. I don't have a health insurance card yet but I need medical care; what do I do?**

See [benefits.hr.wvu.edu/benefits-faqs](https://benefits.hr.wvu.edu/benefits-faqs).

**20. How do I join the Student Recreation Center?**

See [studentreccenter.wvu.edu/](https://studentreccenter.wvu.edu/).

**21. What discounts do employees get for athletic events, at the bookstores or on WVU tuition?**

See [benefits.hr.wvu.edu/programs-services-and-discounts](https://benefits.hr.wvu.edu/programs-services-and-discounts).

**22. Where can I find information about childcare?**

WVU has partnered with Care.com, a national organization of caregivers. Basic Membership is free and allows families to view and post jobs, receive newsletters full of expert tips and advice and access a wealth of content on all things care related, including babysitters.

**23. Where can I find information on public transportation?**

See [transportation.wvu.edu/](https://transportation.wvu.edu/).

**24. Who is my Human Resources contact person?**

Contact Employee Relations at [employeerelations.hr.wvu.edu/](https://employeerelations.hr.wvu.edu/) or 304-293-5700, x5.

**25. Where do I go if I have a problem with a coworker?**

Contact your supervisor or 304-293-5700, x5.

**26. Is there a formal performance evaluation process?**

Yes, performance reviews are completed annually. See [employeerelations.hr.wvu.edu/performance-review](https://employeerelations.hr.wvu.edu/performance-review) for additional information.

**27. Where do I go if I have a problem with my supervisor?**

Contact your Human Resources partner (if you have one) or Employee Relations.

**28. Is there a probationary period?**

Yes. See [employeerelations.hr.wvu.edu/files/d/d6281dfd-fd16-44b0-b347-f4483c9c15c2/probationary-period.pdf](https://employeerelations.hr.wvu.edu/files/d/d6281dfd-fd16-44b0-b347-f4483c9c15c2/probationary-period.pdf).

**We are committed to your success! If you have concerns or need more information about anything, please let your supervisor know. Welcome to the Mountaineer family.**

# NEED-TO-KNOWS.



## IMPORTANT CONTACTS

### Affordable Care Act

**P:** 304-293-9016

**W:** [benefits.hr.wvu.edu/aca](http://benefits.hr.wvu.edu/aca)

### Benefits

**P:** 304-293-5700 x4

**W:** [benefits.hr.wvu.edu](http://benefits.hr.wvu.edu)

### Branding

**P:** 304-293-8028

**W:** [brand.wvu.edu/](http://brand.wvu.edu/)

### Child Learning Center

**P:** 304-293-4866

**W:** [childlearningcenter.wvu.edu](http://childlearningcenter.wvu.edu)

### Diversity, Equity and Inclusion

**P:** 304-293-5600

**W:** [diversity.wvu.edu](http://diversity.wvu.edu)

### Employee Relations

**P:** 304-293-5700 x5

**W:** [employeerelations.hr.wvu.edu](http://employeerelations.hr.wvu.edu)

### Environmental Health and Safety

**P:** 304-293-3792

**W:** [ehs.wvu.edu](http://ehs.wvu.edu)

### Faculty and Staff Assistance

**P:** 304-293-5590

**W:** [hsc.wvu.edu/fsap](http://hsc.wvu.edu/fsap)

### Human Resources

**P:** 304-293-5700

**W:** [hr.wvu.edu](http://hr.wvu.edu)

### Information Technology Service Desk

**P:** 304-293-4444

**W:** [it.wvu.edu](http://it.wvu.edu)

### Leadership and Organization Development

**W:** [od.hr.wvu.edu](http://od.hr.wvu.edu)

### Medical Management

**P:** 304-293-5700 x8

**W:** [medicalmanagement.hr.wvu.edu](http://medicalmanagement.hr.wvu.edu)

### Parking

**P:** 304-293-5502

**W:** [transportation.wvu.edu/parking](http://transportation.wvu.edu/parking)

### Payroll

**P:** 304-293-3379

**W:** [payroll.wvu.edu](http://payroll.wvu.edu)

### Procurement Services (PCard)

**P:** 304-293-5711

**W:** [procurement.wvu.edu](http://procurement.wvu.edu)

### Recycling

**P:** 304-293-9500

**W:** [recycle.wvu.edu](http://recycle.wvu.edu)

### Retirees Association

**P:** 304-293-3389

**W:** [retirees.wvu.edu](http://retirees.wvu.edu)

### Staff Council

**P:** 304-293-5965

**W:** [staffcouncil.wvu.edu](http://staffcouncil.wvu.edu)

### Student Insurance

**P:** 304-293-5700 x3

**W:** [studentinsurance.wvu.edu](http://studentinsurance.wvu.edu)

### Sustainability

**P:** 304-293-7916

**W:** [wecan.wvu.edu](http://wecan.wvu.edu)

### Talent and Culture (HR)

**W:** [hr.wvu.edu](http://hr.wvu.edu)

### Talent Strategy

**P:** 304-293-5700 x1

**W:** [employmentservices.hr.wvu.edu](http://employmentservices.hr.wvu.edu)

### Trademark Licensing

**P:** 304-293-4756

**W:** [trademarklicensing.wvu.edu](http://trademarklicensing.wvu.edu)

### Transportation (PRT, buses)

**P:** 304-293-3939

**W:** [transportation.wvu.edu](http://transportation.wvu.edu)

### University Police

**P:** 304-293-2677

**W:** [police.wvu.edu](http://police.wvu.edu)

### University Relations

**P:** 304-293-3489

**W:** [universityrelations.wvu.edu](http://universityrelations.wvu.edu)

## HOW TO SPEAK LIKE A MOUNTAINEER

Here are some WVU-centric terms you may hear.

**Lair** \lay•er\ *n*: short version of “Mountainlair,” the student union downtown.

**CAC** \cah•ck\ *n*: Creative Arts Center, Evansdale.

**CPASS** \see•pass\ *n*: College of Physical Activity and Sport Sciences.

**E. Moore** \ē•mohr\ *n*: Elizabeth Moore Hall, downtown.

**EERS** \ears\ *n*: really casual version of “Mountaineers.”

**Monongalia** \mon•on•geyl•ia\ *n*: name of the county in which Morgantown is located.

**Monongahela** \mon•on•gah•hee•la\ *n*: name of the river that runs through Morgantown. And Monongalia County. And of course both are referred to by “Mon.”

**PRT** \P-R-T\ *n*: abbreviation for the Personal Rapid Transit, WVU’s unique campus transportation system.

## THE WVU SYSTEM

West Virginia University is a family of distinctive campuses united by a single goal: to provide a quality education. From the groundbreaking research of our flagship in Morgantown to the student-centered hub of Potomac State College in Keyser to the technology intensive programs at WVU Tech in Beckley — our reach extends far beyond a single campus.

### MORGANTOWN

28,409 students  
341 majors

### BECKLEY

WVU Tech  
1,623 students  
40+ majors

### KEYSER

WVU Potomac State College  
1,410 students  
50+ majors



### CHARLESTON

WVU Health Sciences Center  
Charleston Campus

### MARTINSBURG

WVU Health Sciences Center  
Martinsburg Campus

### BEFORE-YOUR-FIRST-DAY CHECKLIST

- Process for WVU Payroll one week before your start date, if possible (refer to [payroll.wvu.edu](http://payroll.wvu.edu) for documents to bring with you for payroll processing)
- Obtain your Mountaineer ID card (official identification card of WVU). Health Sciences Center employees will need to have their Mountaineer ID card made at Room G350 at the Health Sciences Center
- After processing for payroll (but not until you are entered into the WVU payroll system), go to Login Self Service ([login.wvu.edu](http://login.wvu.edu)) and claim your email account and create single sign-on password information
- Benefits-eligible employees should schedule a [Benefits Session](#) or process remotely
- Confirm with your supervisor how you should dress and where you should park on the first day after attending New Employee Orientation (NEO)

[Microsoft Word link \(downloadable\)](#)

### YOUR FIRST-DAY CHECKLIST

- Arrive for New Employee Orientation (NEO) by 8:15 a.m. (One Waterfront Place – Floor 3, Room 3117)
- If you haven't already processed for payroll, do so immediately following NEO (refer to [payroll.wvu.edu](http://payroll.wvu.edu) for documents to bring with you for payroll processing)
- If you don't already have your Mountaineer ID card, obtain it in conjunction with processing for payroll (Health Sciences Center employees will need to have their Mountaineer ID card made at Room G350 at the Health Sciences Center)
- Return to your work location and follow up with supervisor
- Meet your co-workers
- Take a tour of the office with your supervisor or assigned colleague and learn the location of common office equipment and supplies and where other important areas are located (e.g., breakrooms, kitchens, restrooms, etc.)
- Secure building keys and access codes
- Ask your supervisor about their management style
- Discuss your position and duties
- Discuss your specific work schedule, meal and rest breaks and hours of operation
- Discuss how to use personal leave and how to properly report off from work
- Discuss with your supervisor what happens when you are absent from work so that you gain understanding of why your team needs you and how an absence can create a burden on others
- Ask your supervisor if there is a specific way you should answer the phone
- Ask supervisor about office protocol in general (e.g., check-in and check-out procedures, cell phone use and personal calls, etc.)
- Ask your supervisor if there is a mentor on staff who will serve as your "buddy"
- Make sure you have been added to any applicable listservs
- Set up your office phone password and voicemail message
- Display your WVU Values poster (received in NEO) in your work area
- Review security and safety procedures for your building (e.g., where to meet in case of a building evacuation, location of emergency exits, etc.)
- If you are interested in purchasing University parking, visit the [Transportation and Parking website](#) for more information

[Microsoft Word link \(downloadable\)](#)

Visit the [New Employee](#) section of WVU's Talent and Culture website for more.

## **YOUR FIRST-WEEK CHECKLIST**

- Ask your supervisor about any simple tasks you can get started on
- Discuss required and relevant training and workshops for your position with your supervisor and enroll in available upcoming sessions
- Discuss the importance of good job performance and its effect on receiving merit increases (when applicable)
- Work with your supervisor to schedule your probationary period review for six months after your hire date and talk about the core performance elements upon which you will be evaluated and the performance descriptors. Ask which are most important in your job
- Familiarize yourself with the [Classified Employee Handbook](#) (for Classified staff) or the [Faculty Handbook](#) for Faculty and/or Faculty Equivalent Academic Professional positions
- Review pay and leave policies and understand how to properly request leave with your supervisor
- Review how to request personal leave and how to properly report off if you cannot report to work for sick reasons
- Review inclement weather procedures
- Review the Employee Assistance Program [Faculty and Staff Assistance Program](#)
- Review the WVU [Academic Calendar](#) and [Holiday Schedule](#)
- Explore your department's webpage and/or other relevant publications
- Order business cards
- Meet with your supervisor if possible at the end of the first week to discuss how your first week went (any surprises, challenges, etc.) and how to prepare for the next week

[Microsoft Word link \(downloadable\)](#)

## **YOUR FIRST 60 DAYS (TWO MONTHS)**

- Schedule meet-and-greets with important stakeholders, partners and customers
- Solicit feedback from your supervisor about your progress to date

[Microsoft Word link \(downloadable\)](#)

## **YOUR FIRST 90 DAYS (THREE MONTHS)**

- Meet with your supervisor to discuss how your employment is going (progress, any surprises, challenges, areas for improvement, questions, etc.)
- Ensure that you have completed any required compliance training

[Microsoft Word link \(downloadable\)](#)

## **YOUR FIRST 180 DAYS (SIX MONTHS)**

- Your supervisor should schedule and conduct your six-month probationary performance review by or before the completion of your first six months
- Discuss completed compliance training and future training needs

[Microsoft Word link \(downloadable\)](#)

## **YOUR FIRST YEAR**

- Congratulations on your one-year anniversary with West Virginia University!
- Continue to work with your supervisor on individual and team objectives and key results

[Microsoft Word link \(downloadable\)](#)

## OTHER IMPORTANT RESOURCES.

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[Bi-weekly Pay Schedule](#)

[Front Line Professionals](#)

[Holiday Calendar](#)

[Morgantown Newcomers Group](#)

[Mountain Line Transit Authority Maps and Schedules](#)

[MyAccess Instructions \(Clocking In/Out\)](#)

[Outlook Email and Calendar Instructions](#)

[Performance Management Elements](#)

[Programs, Services and Discounts](#)

[Time Clock Locations](#)

[Downtown Campus](#)

[Evansdale and Health Sciences Center Campuses](#)

[Regional Campuses](#)

[Time Off and Leave Accruals](#)